

# Lake County Board of County Commissioners

## Office of Employee Services

### Employment Policies & Procedures

#### **Section 1**

##### **Introduction and Purpose**

Lake County Board of County Commissioner's (BCC) Employment Policies and Procedures are designed to provide employees with guidelines and expectations regarding their employment with Lake County. These expectations also assist employees in better understanding their rights and responsibilities as a County employee.

The information contained herein addresses and promotes employment related policies, procedures, standards for professionalism, respectful employee conduct, and a commitment to high quality service. Specific goals of the documents are as follows:

- To provide a uniform personnel management system throughout Lake County.
- To assist management in the development of sound policies and practices.
- To ensure effective and consistent use of Lake County's workforce.
- To promote effective communication and expectations among management and staff.
- To clarify the rights and responsibilities of both the County and its employees.

The Employment Policies and Procedures are not intended to be part of a contract between the County and any of its employees. None of the provisions contained within these policies and procedures shall be deemed to create a vested contractual right in any employee and the County reserves the right to repeal or modify these documents. These policies and procedures are not to be interpreted as promises of specific treatment. They provide guidance with respect to the policies and procedures which have been developed pursuant to federal, state and local laws and regulations governing employment matters, and consistent with Lake County's vision, mission and values.

##### **Applicability and Authority**

These policies and procedures are applicable to all Lake County BCC employees and may be modified over time by the Board of County Commissioners and the County Manager.

These policies do not apply to the members of Lake County Board of County Commissioners, to members of Lake County boards who are not County employees, and depending on an employee's particular Employee Status (e.g., Regular versus Temporary) some of the policies may be inapplicable. *For example, a temporary employee would be subject to the ethics and workplace standards sections of the handbook however the annual or sick leave sections would not apply.*

The Office of Employee Services is charged with developing, implementing and updating policies and procedures supporting employment standards, programs and benefits as delegated by the Lake County Board of County Commissioners and the County Manager.

Those practices not specifically covered in this handbook will be interpreted by the County Manager or Employee Services Director, with all interpretations in keeping with the intent and purposes of these employment standards and workplace practices.

## Vision, Mission and Values of Lake County Government

Mission: To Provide Excellence in Service

Vision: Lake County offers an unsurpassed quality of life for its citizens

Values: Lake County has established a business culture that is accepted by its employees and woven into the fabric of the way in which we work. We are an exceptional organization committed to:

- **Diversity** – Our commitment is to build an inclusive culture that recognizes uniqueness, empowers each employee, values all contributions and contributors, and leverages its diverse workforce to maximize effectiveness, hereby enhancing organizational performance.
- **Innovation** - We build on our heritage of government excellence through creative thinking and practical solutions. Customer success is enhanced through our leadership and program execution. We encourage, recognize, and reward our employees for being creative, resourceful and productive.
- **Excellent Service** - We believe that quality and continuous process improvement are fundamental to the way we develop and provide our services to Lake County's citizens, businesses and communities. We are customer-driven: striving to meet and exceed expectations in all that we do.
- **Integrity** - We are honest and forthright in our dealings with employees, citizens, vendors, teammates, and other organizations. We conduct our business with respect for laws and regulations and we promote individual responsibility to ensure that all actions are based on the highest ethical standards.
- **Accountability** – We honor the responsibilities and obligations that we have to the community, our customers /citizens, and each other. In addition, we accept responsibility for our actions, and understand that we may be required to explain our actions to others.
- **Professionalism** – We compel all of our employees to be professional in all they do, which includes providing superior service, following through on commitments, being accountable and responsible, and exhibiting respectful personal conduct; only some of the qualities that characterize an individual's professionalism and work ethic.
- **Teamwork** - We value teams because they promote trust, openness, challenge, opportunity and growth. We join with each other and our customers (citizens) to provide high-value solutions to complex problems, requirements and demands.

These values and principles guide our leadership on establishing the strategic direction of the organization. Our employees are expected to conduct their business in accordance with these guidelines.

Lake County's reputation is based on the personal integrity of each of its employees and those with whom we do business. Sound judgment must be exercised in the service of our reputation as a government entity and employer of choice.